

Professional Profile

Organized and goal-oriented with more than ten years of project management experience in a governmental agency.

- Highly motivated & energetic
- Analytical problem-solver
- Skilled in building rapport with clients and team members
- Skilled in risk management
- Deadline driven
- Exceptional follow-through and coordination skills

Professional Accomplishments

Project Management

- Directed the planning, design, implementation and management of several highway construction projects with budgets in excess of \$50 million.
- Saved over \$500,000 in design costs for particular project by efficiently using talents of in-house design teams.
- Acted as escalation point for change requests and client concerns, and worked closely with department team leads to prioritize issues and coordinate troubleshooting efforts.
- Oversaw construction of 10,000 sq. ft. warehouse. Completed within deadline despite extensive material delays and unforeseen contractor disputes.

Team Leadership

- Initiated cross-training with other departments to improve workflow and streamline project completion.
- Developed a training job aid to assist team in implementing new lean process resulting in improved quality control and decreased turnaround time.
- Due to training budget cuts, coached employees in project management skills enabling them to become project leads a year ahead of schedule.
- Reduced turnover by 20% over five year period by gaining trust and respect from employees through demonstrating optimistic attitude and resolving problems immediately.

Customer Services

- Inherited project that was in jeopardy of being lost due to bad design. Through ongoing communication with customer, team subsequently delivered outstanding project that was completed on time and met customer's approval.
- Regarded as skilled in ability to build rapport with diverse individuals and groups.

Work History

Senior Project Manager, Virginia Department of Transportation, Richmond, VA. 1998 - present
Project Manager, ACME Warehouse, Danville, VA. 1995 - 1998

Education

Project Management Certification, Project Management Institute. Expected: April 2010
B. A., Business Administration, Virginia Commonwealth University, Richmond, VA. 1995